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Standards Digital Support Services Policy

This policy was last updated on Dec 10, 2019.

This Standards Digital Support Services Policy applies to the services and the support provided by Standards Digital as part of the Services acquired under the Agreement.

1. Service Availability

Standards Digital will make reasonable commercial efforts to make the Services available 99% x 24h x 6.5d x 52w

2. Support Levels

Customer Support is separated in to 4 distinct layers

Self-Service Support – Standards Digital Help Centre

- First port of call
- Provides fast answers to common questions
- Provides proven solutions to common problems
- Continuously improved

First Line Support – Standards Digital Customer Support

- Receives communications from users regarding problems they are experiencing
- Logs problems in the incident management system
- Attempts to resolve the problem
- Escalates the problem to Second Line Support where necessary

Second Line Support – Standards Digital Technical Operations Support

- Receives escalated incidents from First Line Support
- Updates incident records in the incident management system with actions taken
- Attempts to resolve the incident
- Escalates to the Third Line Support where necessary

Third Line Support – Standards Digital Application Support

- Receives escalated incident from Second Line Support
- Investigates issues, develops fixes and workarounds

Customers are encouraged to use the Self-Service Support first, since it is available to all Customers free of charge and provides high-quality answers which may be faster than contacting Support.

3. Customer Process to Access Support

Customers are required to establish and maintain processes as necessary to ensure that they have sufficient training and local support in the use of the deliverable(s) as applicable to their business.

If after reasonable efforts the Customer is unable to diagnose or resolve a problem, a customer's designated support contact may contact Standards Digital's First Line Support team for assistance.

A customer's designated support contact may contact Standards Digital Support via the following channels: Standards Digital Service Desk and Email: support@standardsdigital.com

Customers designated support contacts must be knowledgeable about the Standards Digital Services and your technical environment in order to work with Standards Digital to analyse and resolve Support

Requests. They are responsible for engaging Standards Digital client support and monitoring the resolution of Support Requests and escalated support issues.

It is in everyone's interest to ensure smooth running of operations, and Standards Digital may review service requests logged by the designated support contacts and to recommend specific training and/or process changes to help prevent recurring support issues.

4. Standards Digital Support Services

Standards Digital Support Services consists of:

- Self-Service Support
- First, Second and Third line support described above
- Program updates, fixes, security alerts, and critical patch updates
- General maintenance releases, selected functionality releases, and documentation updates
- Standards Digital Customer Success Manager during normal business hours

5. Standards Digital Support Channels

Your designated support contacts may contact Standards Digital for Support via the following channels:

- Self-Service Help Centre: https://standardsdigital.atlassian.net/servicedesk/
- Standards Digital Service Desk: https://standardsdigital.atlassian.net/servicedesk/
- Standards Digital Support Email: support@standardsdigital.com

Standards Digital is committed to responding to all Support Requests. All Severities can be logged with Standards Digital on a 24 hour per day, 7 days per week, 365 days per year basis via the Standards Digital Service Desk or email.

For regular business support, Standards Digital Service Desk and Email are monitored from 8am-5pm CET (excluding weekends and Norwegian public holidays).

Technical support is operational from 8am-11pm CET / 365 days a year. A dedicated support phone number is available for customers' designated support contacts to report severity 1 incidents.

Standards Digital does not guarantee resolution times, and a resolution may consist of a fix, workaround or other solution Standards Digital deems reasonable.

The Standards Digital First Line Support analyst will initially assess the impact and urgency (and therefore resulting severity) of the issue to determine whether it represents a major incident.

Standards Digital will use reasonable efforts to meet the target response times stated in the table below.

Severity	Category	Description	Target Response
1	A. Critical	Error that results in the stoppage of the software, loss of data, or in other functions that, based on an objective assessment, are of critical importance to the Customer not working as agreed.	2 hours
2	B. High	Error that results in functions that, based on an objective assessment, are of importance to the Customer not working as described in the agreement, and which it is time-consuming and costly to work around.	4 hours
3	C. Medium	Error that results in individual functions not working as intended, but which can be worked around with relative ease by the Customer.	8 hours
4	D. Inquiry	Inquiries about routine technical issues; information requests on application capabilities; navigation, installation, or configuration	16 hours

Target response times for non-severity 1 issues include Norwegian business hours only and exclude weekends and public holidays.

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6. Upgrade/Downgrade of Severity Level

If, during the Support Request process, the issue either warrants assignment of a higher severity level than currently assigned or no longer warrants the severity level currently assigned based on its current impact on the production operation of the SaaS offering, then the severity level will be upgraded or downgraded accordingly to the severity level that most appropriately reflects its current impact.

7. Escalation

Customer may escalate an incident which has previously been reported to the Standards Digital Support team and where progress is not visible or satisfactory. The escalation path is: **1. First level Customer Support Management 2. Top level Senior Leadership**. The escalation will be managed by the active Customer Support agent. The first level Client Support management will review the progress on the incident and feed back to the Customer on the action taken

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